



Avaya

7491X Exam

**Avaya Aura® Call Center Elite and Call Center Elite
Multichannel Support Exam Exam**

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Version: 8.0

Question: 1

Which of the following is important when considering regular call center operations?

- A. A backup strategy for the call center databases
- B. An analysis of the software you choose to create the call center databases
- C. A decision for how much room to create for the call center databases
- D. A restore strategy for the information in the call center databases

Answer: A

Question: 2

You need to troubleshoot your Best Service Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?

- A. monitor bcms hunt group
- B. list trace trunk
- C. monitor bcms trunk
- D. list trace vdn

Answer: D

Question: 3

To improve call handling and agent productivity you set up a vector using Look Ahead Interflow to check if the remote site can accept a call and has an agent available. You only want to interflow calls that are at the top two positions queue.

Which command would be entered in the vector to accomplish this?

- A. route-to number 9581234 with cov y if interflow-qpos=2
- B. route-to number 9581234 with cov n if interflow-qpos<=2
- C. route-to number 9581234 with cov n if interflow-qpos<2
- D. route-to number 9581234 with cov y if interflow-qpos>=2

Answer: D

Question: 6

Which two vector variable types are strictly global in scope? (Choose two.)

- A. stepcnt
- B. dow
- C. value
- D. ani
- E. collect

Answer: C,E

Question: 7

You need to troubleshoot Best Service Routing (BSR) vectors for multi-site routing to verify that they are operating as intended.

Which command would you use to do this?

- A. list trace stations
- B. list trace vector
- C. list trace trunk
- D. list trace trac

Answer: D

Question: 8

A call center where agents handles customers with account numbers is using Call Center Elite. The call center wants to offer a survey to customers who complete their tasks to determine the level of service they have received.

What feature would you suggest the call center offers a survey to the people who have called?

- A. VDN Return Destination
- B. VDN Interflow
- C. VDN Override
- D. VDN Vectors

Answer: A

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